Magellan Health is a leading healthcare management company focused on behavioral care, diagnostic imaging and pharmaceutical services. The company develops solutions that positively influence health outcomes, drive better decision making and optimize the cost of care.

Magellan Health’s customers include health plans, employers, labor unions, military and government agencies, consultants and brokers. Magellan Health has grown to employ more than 6,600, operating in 48 locations across 49 states.

**BUSINESS CHALLENGE**

Magellan Health was using the Infor financial and procurement suite of applications but lacked efficient and accurate insight into user activity, system performance and server monitoring. As a result, Magellan was relying on a user’s estimate of their activity rather than system data. This put Magellan at risk of human error with those counts.

**VELOCITY SOLUTION**

Velocity Zoom provides Magellan Health administrators real-time insight into their Infor applications, including application performance, user productivity and transaction efficiency.

**REALIZED RESULTS**

| 30% time savings in analysis for Lawson Security Administrator upgrade |
| Gained access to module use data to make informed decisions about future user license agreements |
| Higher user adoption rate | Improved application workflow |
| Ability to analyze transaction trends over time |
A History of Partnership and Innovation

Magellan Health first partnered with Velocity in 2004, when the company was seeking a simple cloud hosting solution for its Infor financial suite and ancillary applications. In 2013, Magellan became an early adapter of Velocity Zoom, being among the first to gain unprecedented insights into its enterprise resource management (ERP) system and reap actionable results.

Lead Systems Administrator for the healthcare system, Jon Godbey, primarily uses three key functions within Velocity Zoom - Active Monitors, Transaction Heat Map and User Analysis - to get a better view of how Infor was performing across the organization. Specifically, the platforms aid him in making software upgrade decisions, ensuring his system’s stability, monitoring transaction flow and assessing employee productivity.

.Transaction Heat Map

Tapping the widget, along with User Analysis and the simultaneous usage chart, Godbey can conduct a trend analysis on-demand to discover which modules are used the most during specific hours and days to ensure the company stays within its licensing guidelines.

Better Insight and Decision Making with Velocity Zoom Active Monitors

Velocity Zoom’s Active Monitors give CFOs, CIOs, CTOs and Directors of Applications a real-time view into server and application activity. Using Velocity Zoom, Godbey regularly views real-time system performance, including transaction speed and server processing. The dashboard also alerts users to view warnings or critical events that Velocity is already in the process of resolving. “If a server is in trouble, I know it,” says Godbey. “I want to be proactive, it’s better that I know Velocity is attending to an issue than have a user call me.”

Magellan Health also uses the Transaction Heat Map module within Velocity Zoom System Analysis dashboard, enabling Godbey to view and act on potential issues with transaction efficiency. He analyzes transactions - such as purchase orders - which occur during specific time periods and can view, down to the second, the length that it took to process the order. The knowledge Godbey gained from this data has already led to meaningful change within the organization. With the help of Velocity Zoom, Godbey was able to identify:

» Users struggling with and producing errors
» Training opportunities to reduce error rates
» Process improvement through error handling training / reporting
» Partner communication to leverage innovation for better UI/UX
» 20% cost savings due to error handling training / reporting

“The ability to drill down and see the transaction details and times assisted us in identifying an issue with a long-running transaction,” says Godbey.

The Transaction Heat Map is key to Godbey’s management of Infor licenses and user counts. Through its monitors and alerts, he ensures Magellan is within its contract agreement.

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Upgrade with Peace of Mind

Additionally, when it comes time for an upgrade, such as the recent move to Infor 10 (which also included an upgrade to Lawson Security Administrator), he used the dashboard to make an informed decision about negotiating future user counts based on past trends. Instead of relying on user interviews to identify module and form usage – a process that would have taken considerably longer. Godbey estimates a time savings of 30%.

“Velocity Zoom was an essential tool during the migration,” says Godbey. “This shortened the amount of time spent on the analysis phase of the project and gave us a jump start on building Security classes and Roles within Lawson Security Administrator.”